eyeon™ elite

User Guide

Version 2.1 • September 2021

eyetech

1-888-539-3832
support@eyetechds.com

Thank you for choosing the EyeOn Go!

Please inspect your EyeOn Go for damage that may have occurred during shipping prior to use.

Contact Support using the information in the "Support" section if any damage is observed.

Support is available Monday - Friday 6AM to 6PM PT

Phone: 1-888-539-3832 ext. 2   Email: support@eyetechds.com

USING THIS MANUAL

Please review the EyeOn Go Quick Start Guide and User Manual before using your EyeOn Go.

Pay attention to the alerts below when encountered in the User Manual.

⚠️ **WARNING** ⚠️

The **WARNING** alert calls attention to a procedure or practice, which, if not correctly performed or adhered to, could result in personal injury.

CAUTION

The **CAUTION** alert calls attention to an operating procedure or practice, which, if not correctly performed or adhered to, could result in damage to the equipment or severely degrade the equipment's performance.

Please carefully read all **CAUTION** alerts.

NOTE

The **NOTE/TIP** alert calls attention to supplemental information which may improve system performance or enhance the user experience.

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eyetech

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MAN-EOE-001 EyeOn Elite Product Manual Rev 2.0 —Sept. 2021

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SAFETY INFORMATION

While the **EyeOn Elite** was designed with user safety in mind, please observe all safety warnings and precautions while using the **EyeOn Elite** to prevent personal injury or damage to the device.

INTENDED AND PROHIBITED USE

- The **EyeOn Elite** is a speech generation device intended to provide individuals with severe speech impairments with the ability to meet their functional speaking needs. The primary purpose of the **EyeOn Elite** is to provide synthesized speech through use of speech generating hardware and software.

- The **EyeOn Elite** is appropriate for users of all ages. This device should not be used for clinical, therapeutic, or diagnostic purposes.

- The **EyeOn Elite** can be used on a flat table or desktop surface by utilizing the integrated kickstand, or mounted to most wheelchair, floor, and tablet mounts using the 100x100 VESA mounting pattern located on the back.

- The **EyeOn Elite** is intended for daily, repeated use. Expected service life of the device is five (5) years.

CHARGING AND BATTERY

> ⚠️ **WARNING** ⚠️
>
> Inspect the power adapter and charging cable carefully prior to charging your device.
> **Do not use the power adapter if there is any sign of damage or exposed wiring.**
> Do not connect the power adapter to an outlet unless the plug blades can be fully inserted.
> If the device produces unusual sounds or smells while charging, or becomes too hot to touch,
> unplug the device immediately and contact support.

- If your **EyeOn Elite**'s power adapter is lost or damaged, contact EyeTech support.

- To ensure proper shutdown of the device, do not let your device's battery fully deplete.

ENVIRONMENT AND STORAGE

- The **EyeOn Elite** operates best between 32°F (0°C) and 104°F (40°C), indoors, in a dry environment.

- The **EyeOn Elite** is not waterproof and should not be submerged or operated in the rain.

- Ensure that the device is properly powered down prior to storage. The device should not be in sleep mode for storage. Store the **EyeOn Elite** in a dry environment between -4°F to 140°F (20°C to 60°C).

- Avoid exposing the **EyeOn Elite** device to areas of extreme temperature. For example, storing the device in the car during the summer may adversely affect the performance of the battery life.

- Do not expose or submerge the **EyeOn Elite** in liquid substances, or use the device near or in water.

- Do not expose the device to excessive amounts of dust or smoke.

The **EyeOn Elite** or power adapter may become warm to the touch while charging. This is normal. However, if either becomes too hot to touch, unplug the device immediately and contact support.

MAINTENANCE AND CLEANING

CAUTION

Do not dismantle or disassemble the device.

Do not place heavy objects on the **EyeOn Elite** or the power adapter.

- To clean the **EyeOn Elite** device, use an all-purpose or window cleaner (such as Windex®) on a soft cloth (such as microfiber).

- Avoid using strong cleaning substances, such as bleach

- To avoid any damage to the electronic components, spray the cleaning solution directly on the cloth and wipe the screen instead of spraying the solution on the device.

MOUNTING

- EyeTech Success Coaches will provide the best support possible for mounting equipment. However, you may need to contact your mount or wheelchair manufacturer for assistance.

- When mounting the EyeOn Elite, ensure that the unit is securely fastened to the mount.

USING THE DEVICE

- Using the device at high volumes for extended periods of time can damage your hearing.

- Do not listen using headphones or earphones at high volumes for long period of times.

- Long periods of use may cause eye strain. Take a 10-15 minute break every hour of constant use.

RECYCLING AND DISPOSAL

- EyeTech cares about your safety as well as the environment and encourages its customers to properly dispose of devices and accessories in accordance with local regulations. The **EyeOn Elite** utilizes an integrated Lithium Ion battery.

- Do not dispose of the battery in the garbage when replacing. EyeTech uses a third party agent for battery disposal. Go to https://www.call2recycle.org/start-recycling/ and follow the directions listed there.

- Batteries must be disposed of properly in accordance with local regulations. Proper disposal of your device and the device's battery is important for safety as well as beneficial to the environment. In some areas, disposal of these items in household or business trash may be prohibited.

⚠️ WARNING ⚠️

If the device is left with no battery charge for an extended period (2 months or more), the device battery can go into a continuous discharge state which can lead to battery swelling and out-gassing. If you intend to store the device for an extended period without use, ensure it has at least 30% battery charge.
Do not dispose of the battery in fire. This may cause the battery to explode.

PRODUCT OVERVIEW

WHAT'S IN THE BOX?

☐ EyeOn Elite Tablet
    ☐ Eye Tracker
    ☐ Speech Generating Software

☐ AC Adapter / Power Supply

☐ Microfiber Cloth

☐ Documentation
    ☐ Quick Start Guide
    ☐ Quick Reference Guide

☐ PowerGrip™ Pack (optional)
    ☐ Extended Battery
    ☐ Additional Speakers
    ☐ USB Type-A Ports x2
    ☐ Switch Ports (3.5mm) x2
    ☐ Handle

☐ BumpGuard™ (optional)

DEVICE IDENTIFICATION LABEL

The label containing the device serial number and manufacturer information can be found on the back of the **EyeOn Elite.** Write your serial number down in a safe, secure place—support may need it in order to assist you.

Model:EyeOn-14WE
Voice Synthesizer/Digitizer
GMDN Code: 17187
36.2cm(W)x4.8cm(H)x1.8cm(D)
QTY: 1 EA
CAT EYEON14WE
LOT

Input: 19V⎓ 3A
FCC ID: 2AVV8-EYEON
IC: 25941-EYEON

+B862EYEON14WE0D2130

This device complies with Part 15 of the FCC Rules. Operation is subject to the following two conditions: 1 This device may not cause harmful interference, 2 This device must accept any interference received, including interference that may cause undesired operation.

Manufacturer
EyeTech Digital Systems, Inc.
Mesa, AZ 85203
888.539.3832 (Main)
www.eyetechds.com

40°C
0°C
Made in China

PRODUCT INFORMATION LABEL

EOEES- 0000-123456

PRODUCT SN: EOEES-0000-123456

SPECIFICATIONS

Display	Size/Type	14" IPS LCD PCAP Display
	Resolution	1080p (1920x1080) 16:9
	Touch display	10-point multi-touch capacitive touch screen with Gorilla® Glass Screen Protection
	Viewing Angle	+/- 85° Vertical and Horizontal
	Refresh Rate	60 Hz
Web Cameras	Front Camera Resolution	2MP (1600x1200)
	Rear Camera Resolution	5MP (2560x1920)
Eye Tracker / Eye Gaze	Technology	AEYE 2.0 Eye Tracker Camera with 2nd Generation Eye-Tracking-On-A-Chip Technology
	Camera Resolution	8MP (3840x2160)
Physical	Dimensions	14.2 in / 36.2 cm (Width) x 9.8 in / 24.8 cm (Height) x 0.72 in / 1.8 cm (Depth)
	Weight	< 4.5 lbs / 2 kg
	Material	Anodized Aluminum
	Mount	VESA 100x100 (100 mm), M4 x 7mm
	Kickstand	Integrated
	Environmental	Humidity: 10% to 90% Operational Temperature: 32°F (0℃) and 104°F (40℃) Storage Temperature: -4°F to 140°F (20℃ to 60℃)
Network/Wireless	Technology	Wi-Fi, Bluetooth
	WiFi Standard	802.11 a/b/g/n/ac in 2.4Ghz and 5Ghz
	Bluetooth Technology	Bluetooth 4.1
Audio	Speakers	4 Internal—1.5W Each, 6W Total with Amplifier
	Microphone	1 Internal
Input/Output	Ports	USB 3.0 (x2) USB 2.0 (x2) (PowerGrip™) HDMI Output POGO pin for access to PowerGrip™ 3.5 mm Audio Jack 3.5 mm mono audio switch inputs (x2) (PowerGrip™) 5.5 mm DC Plug Charging Port
Computer	Operating System	Microsoft® Windows 10 Pro (x64-bit)
	Processor	Intel Core i5-7Y54
	Memory	8 GB RAM
	Storage	256 GB SSD
Power	Battery Life	4-6.5 Hours of Battery Life (based on use)
	Power Adapter Input	100—240VAC ~ 50-60Hz MAX 1.7A
	Power Adapter Output	19VDC 3.0A
Certifications		PDAC-Coded, FDA Registered
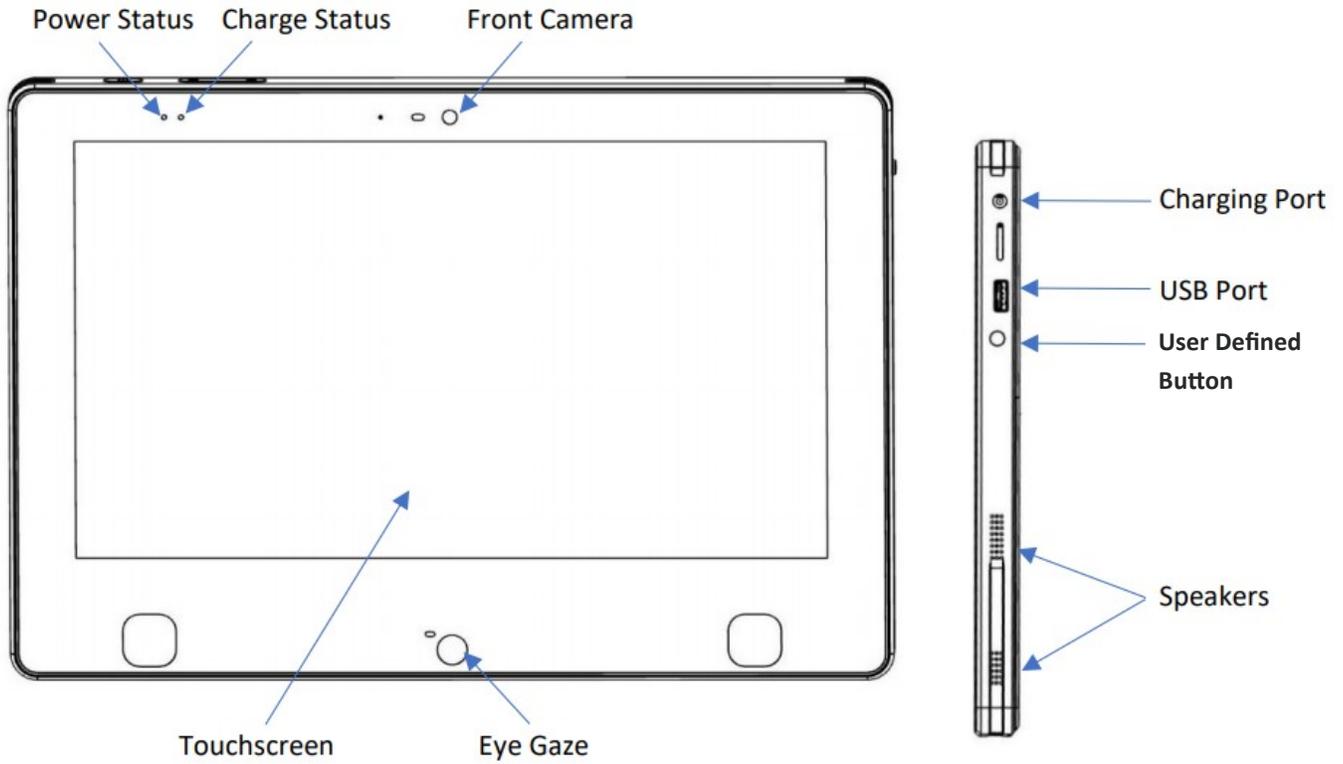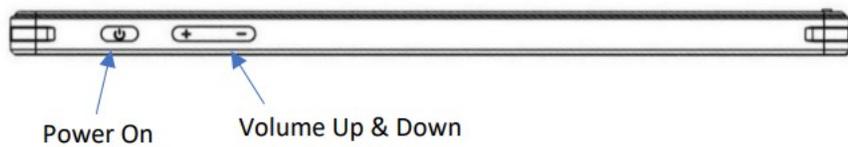
FRONT AND SIDE VIEW

Power Status   Charge Status   Front Camera

Charging Port

USB Port

User Defined
Button

Speakers

Touchscreen   Eye Gaze

TOP VIEW

Power On   Volume Up & Down

REAR AND SIDE VIEW

Rear Camera

Headphone

USB Port

HDMI Port

Kickstand

Speakers

VESA Mount Holes   Kickstand
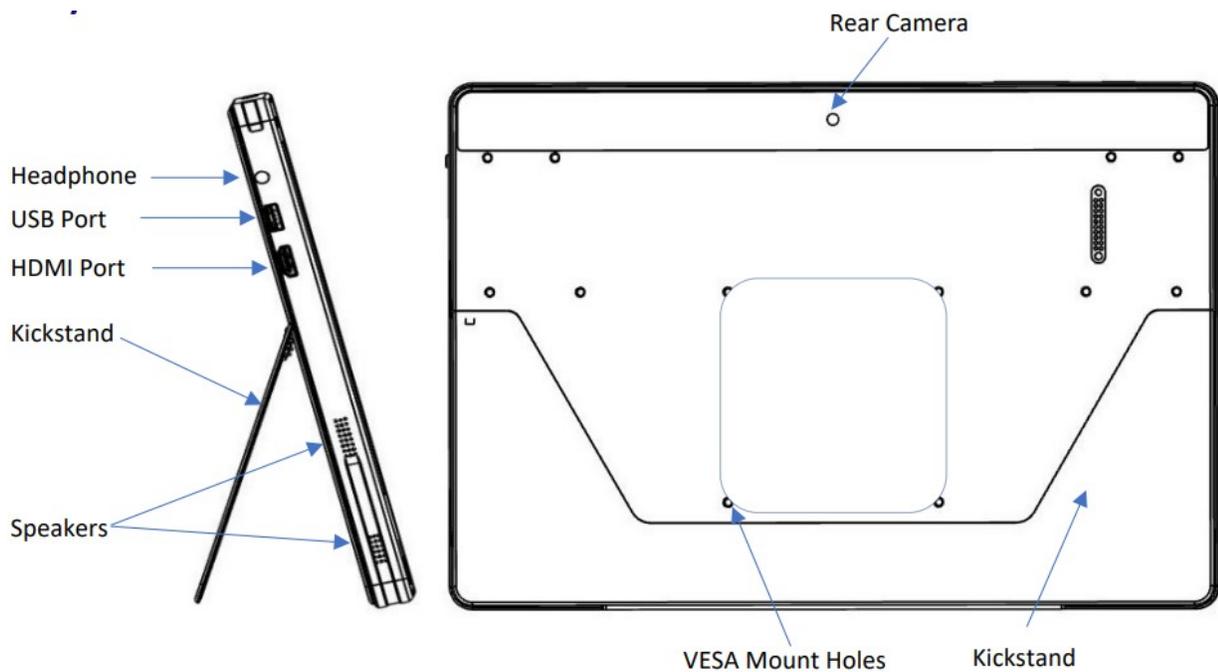
Power Status Indicator

The power indicator light will display green when the **EyeOn Elite** is on, in sleep mode, or charging. The power indicator light will be off when the device is shut down.

Charge Status

The charge status light provides and indication of the battery charge level.

- **Green**   **Battery is charged to 100%.**
- **Yellow**   **Power supply is plugged in and battery is charging.**
- **Red**   **Battery charge is less than 15%. Plug the device in.**

Touchscreen

The screen features a 10-point projective capacitive touchscreen with a chemically hardened glass surface for added durability.

Eye Gaze Assembly

The eye tracker on your EyeOn Elite uses near-infrared light to read eye movement and allow for touch-free access.

> **CAUTION**
>
> Do not cover or block the infrared light transmitters or the eye tracker camera, as this will interfere with eye tracking.

Front and Rear Camera

The front facing camera above the screen features a 2-megapixel webcam. The rear facing camera features a 5-megapixel camera. Take a picture and use it with your favorite apps!

Charging Port

To charge your device, connect the power supply cord included with your device via the charging port.

USB Ports

The device has two available USB 3.0 ports which can be used with accessories.

Headphone Port

The device includes a 3.5mm audio jack for use with headphone and speaker peripherals.

HDMI Ports

The device includes a HDMI port for connection to other devices.

User Defined Button

This button can be customized for different functionality. By default, it will reset the eye gaze.

Speakers

The device includes four speakers integrated outside of the housing to maximize volume level for speech output.

Power Button

Tap the Power Button on the top of the EyeOn Elite to put the device to sleep, or wake it for use.

Kickstand

The device has an integrated kickstand for additional convenience, allowing you to use the device on any surface.

Device Volume Control

Used to adjust the volume higher (+) or lower (-) on the device.

POWERGRIP POWER & ACCESSORY UPGRADE PACK

The PowerGrip™ power and accessory upgrade pack adds convenient features to the **EyeOn Elite**:

- Additional 5-8 hours of battery life.
- Easy grip handle for carrying.
- Additional input/output ports: USB 2.0 (2) and 3.5 mm Switch Jacks (2).
- Environmental control functionality via built-in radio and infrared
- Environmental controls (IR + Z-Wave RF)
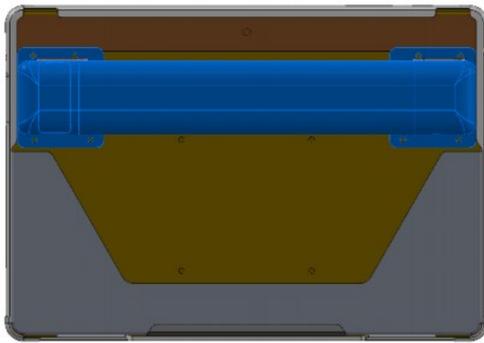
Front View

Side View

Input / Output	Ports	USB 2.0 (2) 3.5 mm Switch Jack (2)
	Environmental Controls	Built-In Radio and Infrared (IR + Z-Wave RF)
Physical	Materials	Anodized Aluminum and Plastic
	Environmental	Humidity: 10% to 90% Operating Temperature: 32℉ to 104℉ (0℃ to 40℃) Storage Temperature: -4℉ to 140℉ (20℃ to 60℃)
Power	Battery Life	5-8 Hours of Additional Battery Life to EyeOn Elite (based on use)
	Charging Time	6-7 Hours (EyeOn Elite with PowerGrip)
	Internal Battery	95Wh, 2850mAh

INSTALLATION

The external battery pack is attached to the back of the **EyeOn Elite** using (8) M4 x 7 mm screws.

BUMPGUARD™ PROTECTIVE CASE

The BumpGuard™ protective case provides additional durability to help prevent damage if the EyeOn is dropped. The case surrounds all four sides of the EyeOn device, as shown in blue below.
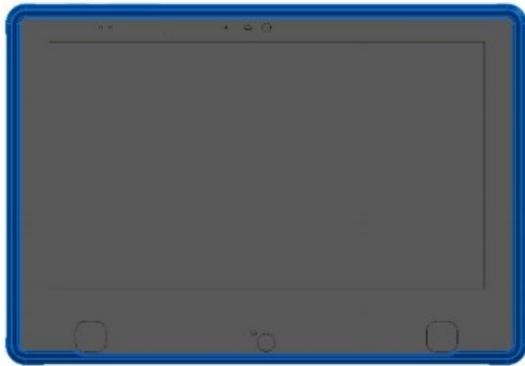
Front View
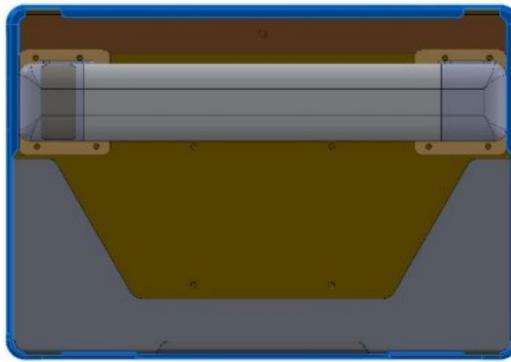
Back View

Side View

BumpGuard™ Specifications	Materials	Plastic: LEXAN™ COPOLYMER EXL1414 Thermoplastic Polyurethane (TPU): Estane® S385A
	Environmental	Humidity: 10% to 90% Storage Temperature: -4°F to 140°F (20°C to 60°C)

INSTALLATION

The BumpGuard™ is fitted to the **EyeOn Elite** as one piece. To install, stretch the edges over each corner of the device. Adjust as necessary to ensure a snug fit on all four corners.

NOTE

The PowerGrip™ will only charge after your device is fully charged.

When not connected to the power adapter, it will discharge before drawing power from your device.

NOTE

The PowerGrip™ and BumpGuard™ are sold separately or are pre-installed with the EyeOn Elite package.

Please contact your sales representative for details.

POWERING ON

Press the power button on the top of your device once to power on your **EyeOn Elite**. Once powered on, your device will launch into the Windows Desktop.

WINDOWS DESKTOP OVERVIEW

Icons on the Windows Desktop can be selected by tapping on the icon once. Below is a description of each icon included by default on your **EyeOn Elite**.
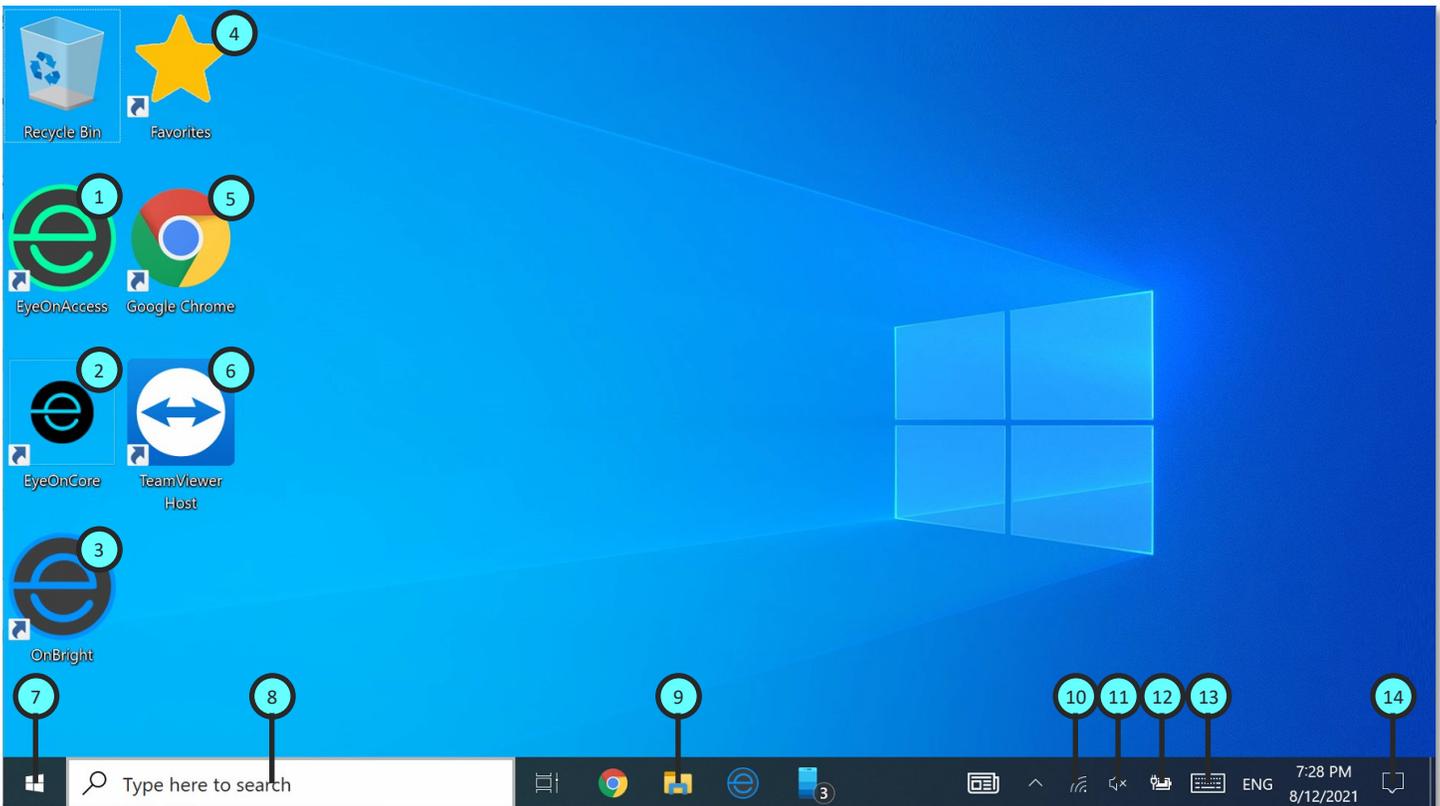
1	EyeOnAccess	8	Search
2	EyeOnCore	9	File Explorer
3	OnBright	10	Network
4	Favorites	11	Sound
5	Google Chrome	12	Battery
6	TeamViewer	13	Touch Keyboard
7	Start Menu	14	Notifications

TIP

You can access items on the Windows Desktop via the touchscreen, a USB mouse, or by using EyeOnAccess.

ADJUSTING VOLUME

You have 2 options for adjusting volume settings on the **EyeOn Elite**—either volume settings in Windows, or the volume buttons on the top of the device.

Speakers (High Definition Audio Device)

◁)) ———————————————●————— 67

Speakers (High Definition Audio Device)

◁)) ——————————————————●—— 67
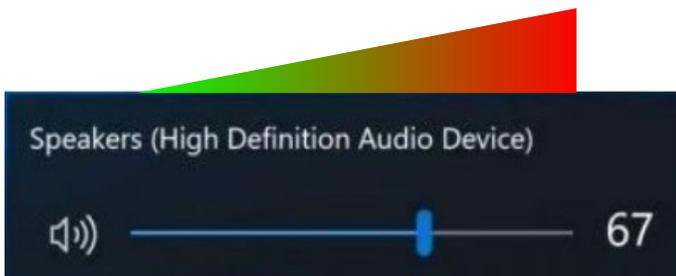
To adjust the volume through Windows, select **Sound** (11) and slide the volume bar left or right.
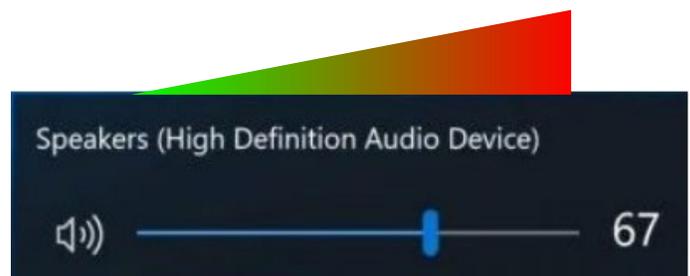
To adjust volume using the volume buttons, press left (+) to increase or right (-) to decrease volume.

ADJUSTING BRIGHTNESS

To adjust the screen's brightness, select **Notifications** (14) and adjust the brightness slider to the left or right.

☼ ————————————————●————————
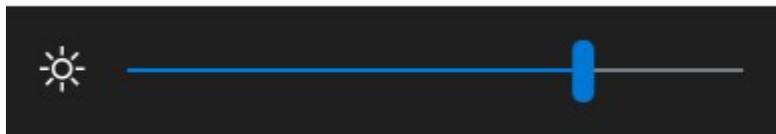
CONNECTING TO A WIRELESS NETWORK (Wi-Fi)

Connect the **EyeOn** to the internet to access any online features.

1. Select **Network** . (10) A list of wireless networks in your area will appear.
2. Select your wireless network from the list and select **"Connect".**
3. Enter the password for the Wi-Fi network and select **"Next".**

The device is now connected to a wireless network.

Connecting the **EyeOn Elite** to the internet will allow you to receive updates and important notifications.

TIP

If you're unable to connect to your wireless network, or do not know your wireless password, please check with your service provider or the person who set up your wireless network.

LAUNCHING AN APPLICATION

Applications that are installed on the **EyeOn** Elitecan be launched through the **Start** (7) **Menu** . To launch an application, select **Start Menu**, then type the name of the application you want to launch.

The name of the application will appear in the search list; select it to open it.

1—LAUNCH ONBRIGHT

Start the device by tapping the power button once. Once it has booted, launch OnBright by tapping on the OnBright icon on the Windows Desktop.

If your device ships as locked, OnBright will immediately start.

2—CONNECT TO A NETWORK

When first starting OnBright, you will be need to connect to a wireless network. If you have already connected to a network, tap **Done** at the bottom right.

CAUTION

It is highly recommended that you connect to a network so that you can receive the latest software updates as well as allow our Success Coaches to connect to your device in case support is needed.

3—SIGN INTO ONBRIGHT

Tap **Register Now** to create an OnBright account, or enter your email and password to sign in.

TIP

Your OnBright account registers your device, so make sure you enter your information accurately. . In the future, it will be used to notify you of important updates and back up your device customization.
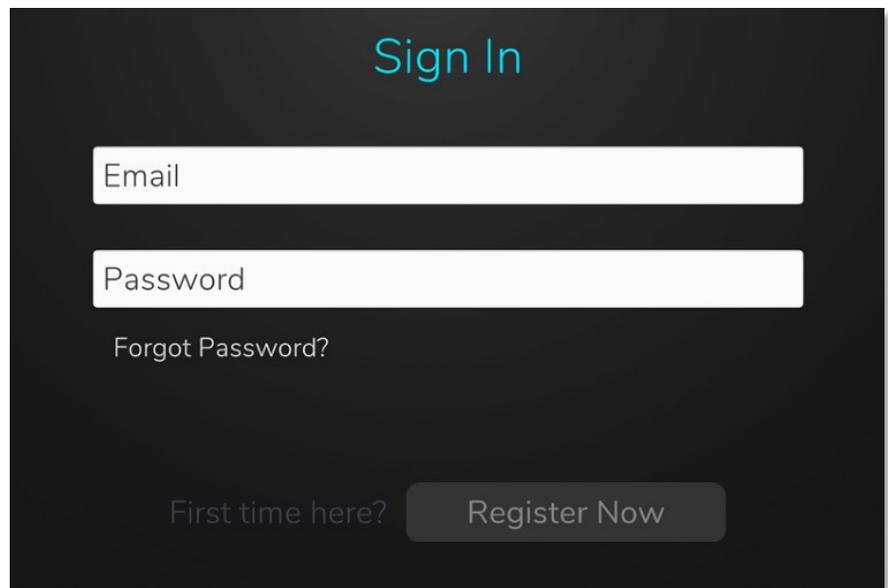
4—ACCEPT LICENSE AGREEMENT AND PRIVACY POLICY

Review the End-User License Agreement and the OnBright Privacy Policy, then accept them by scrolling to the bottom of each and selecting Agree.
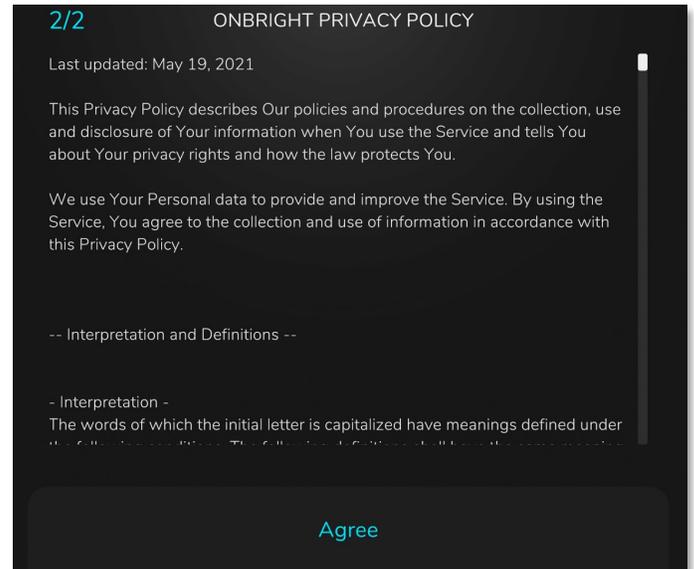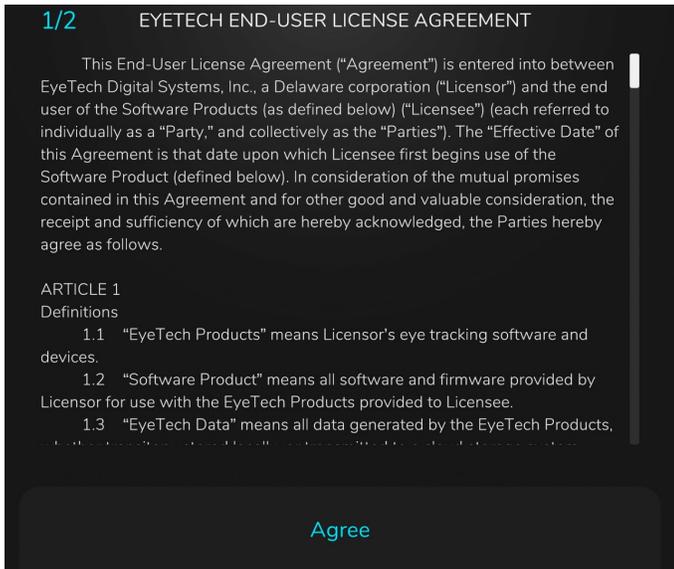
5—SELECT LANGUAGE AND VOICE

Select the display language, the User Voice, and the System Voice. This can be changed later.

Select Language selects the display language. Currently, only English is available.

User Voice refers to the voice used when the user speaks—select one that the user prefers to be theirs.

System Voice refers to the voice used for responses such as audio cues and system messages.

Abbreviations allows you to set shortcuts for commonly used words or phrases—for example, you can set an abbreviation to allow the user to type "bfst" which will expand to "breakfast".

Pronunciations allows you to override pronunciations of certain words with phonetic spells. This is useful if the selected voice mispronounces proper nouns, such as names.

ONBRIGHT FRONT PAGE

OnBright is included on all **EyeOn Elite** devices, and is a fully eye gaze compatible software. It allows you to speak using synthesized voice, control appliances and environmental controls with infrared transmitters, browse the web in the built-in web browser, access your Windows Desktop, and more.

1	OnBright Menu	Access OnBright settings and the Windows Desktop.
2	BrightControl	Environmental control software to control TVs, lights, and more.
3	BrightSymbol	Eye-gaze enabled symbol-based speech generation software for emerging or symbol-focused users.
4	BrightTalk	Eye-gaze enabled text-based speech generation software for literate users.
5	BrightWeb	Eye-gaze enabled web browser.
6	Status Bar	Shows current date/time, wireless connection, and battery charge.

TIP

You can select options in OnBright using either eye gaze, direct selection (touch), or a mouse cursor (including the use of a third-party mouse accessory, such as a headmouse).

TIP

More information about OnBright can be found in the OnBright User Guide.

ONBRIGHT MAIN MENU

The OnBright Menu has various settings that you can adjust, as well as the ability to go to the Windows Desktop.
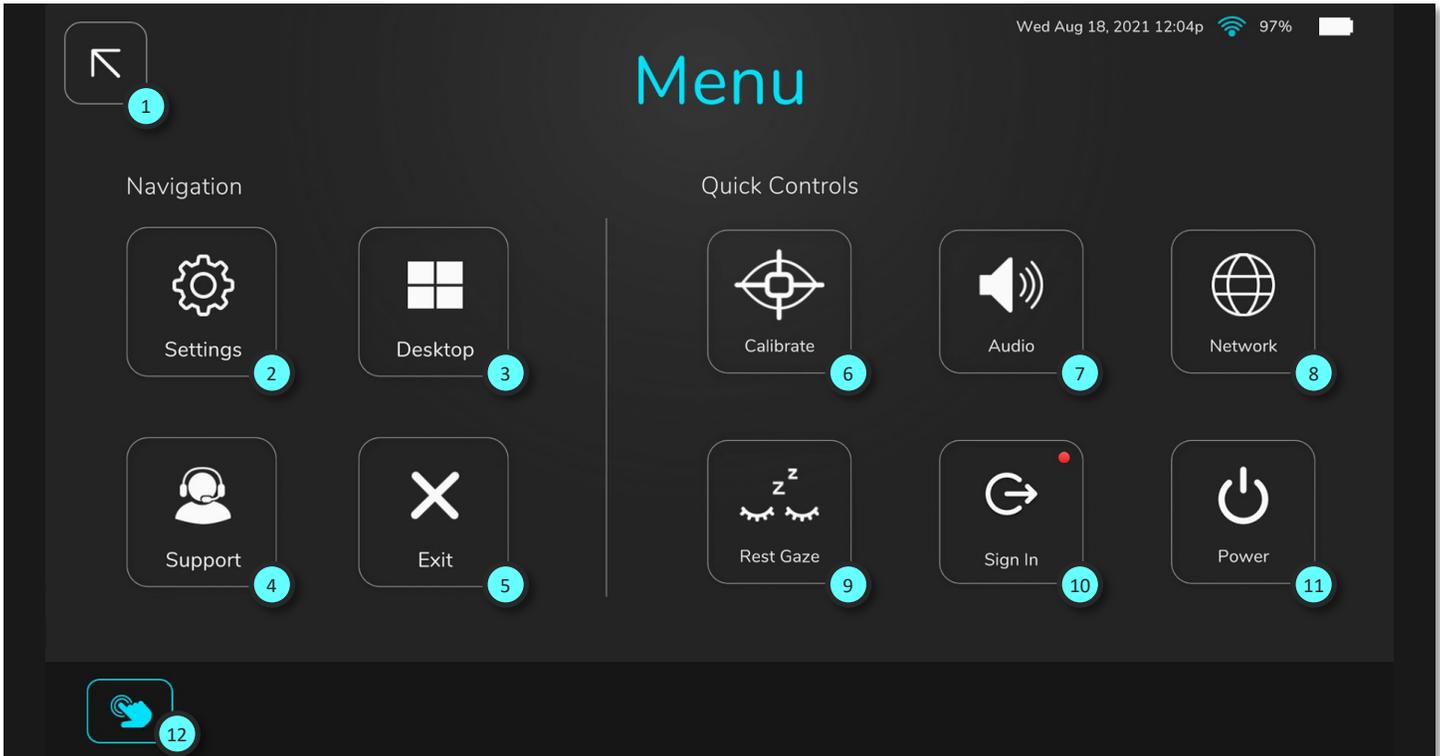
| 1	Return	Return to the OnBright front page.
2	Settings	Access settings for OnBright, such as changing the user voice.
3	Desktop	Opens the Windows Desktop with eye gaze. See Page 18 for more details.
4	Support	Opens the Support page, showing our support number.
5	Exit	Exits OnBright. Eye gaze will not be available on the Windows Desktop.
6	Calibrate	Re-calibrates the EyeOn Elite. See Page 20 for more details.
7	Audio	Adjusts audio volume.
8	Network	Connect or disconnect from a wireless network.
9	Rest Gaze	Pauses or unpauses the eye gaze. The Rest Gaze button is always eye gaze enabled.
10	Sign In/Out	Sign in or out of your OnBright account.
11	Power	Sleep, restart, or shut down the EyeOn.
12	Touch Only	Enables touch-only access for OnBright. This button is not eye gaze enabled.

BROWSING YOUR FILES

Files saved to your device (documents, pictures, downloads, etc.) can be found in the Windows **File Explorer**.

To navigate the File Explorer, select the **File Explorer** button at the bottom of the Windows task bar to open the file menu. Once the file menu is open, select the appropriate folder you want to navigate to from the menu on the left side.
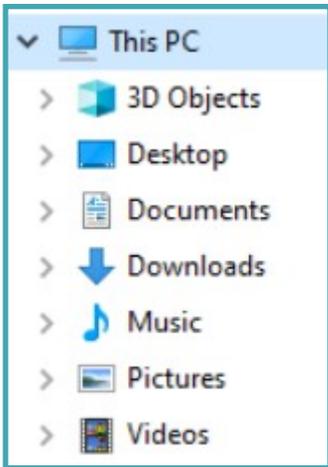
- **Desktop** shows files or shortcuts on your desktop.
- **Documents** is used to store files on your device.
- **Downloads** is the default location for files downloaded to the device. Files are often downloaded here and then sorted into appropriate folders listed above.
- **Music** is used to store downloaded music files, such as MP3s.
- **Pictures** is used to store images.
- **Videos** is used to store videos, such as ones taken with the device's camera.

CONNECTING A BLUETOOTH DEVICE

External Bluetooth devices (switches, headphones, mice, keyboards, etc.) can be wirelessly connected to the **EyeOn** via the internal Bluetooth adapter.

To connect a Bluetooth device:

1. Select the **Start** button at the bottom-left corner of the taskbar (see object ⑦ on the Windows Desktop reference on page 12).
2. Select **Devices**, then **Bluetooth & other devices** on the left. The Bluetooth device menu will open.
3. Select **Add Bluetooth or other device**.
4. Make sure that your Bluetooth device is discoverable.
5. Select **Bluetooth**. The EyeOn will search for nearby Bluetooth devices.
6. Once your Bluetooth device appears in the menu, select it to complete the Bluetooth pairing.

> ### TIP
> A Bluetooth device can usually be made discoverable by entering its Bluetooth Settings menu or by entering a specific button combination. Check your device's user manual for details.

POWER OPTIONS

By default, the **EyeOn Elite** is set to never power off the display or system. These settings can be adjusted to save additional battery life and prolong the time between charging the **EyeOn Elite**.

To adjust the power settings:

1. Select the **Start** button at the bottom-left corner of the taskbar (see object 7 on the Windows Desktop reference on page 12).
2. Select **System**.
3. Select **Power & Sleep.** The Power and Sleep menu will open.
4. Change the menu options to reflect the desired power settings.

Screen

On battery power, turn off after

Never

When plugged in, turn off after

Never

Sleep

On battery power, PC goes to sleep after

Never

When plugged in, PC goes to sleep after

Never

> **TIP**
>
> **Screen** controls when the display turns off.
>
> **Sleep** controls when the device goes into a low power mode.

EXTERNAL DISPLAY SETTINGS

The **EyeOn** supports connecting an external display via the HDMI port on the side of the device.

To adjust settings for an external display:

1. Select the **Start** button at the bottom-left corner of the taskbar (see object 7 on the Windows Desktop reference on page 12).
2. Select **System**.
3. Select **Display** on the left.
4. Select the display that you would like to adjust settings for and use the menus below to apply desired adjustments. The **EyeOn** display will always be listed as Display 1; any external display will be listed as 2. If no external display is detected, then Display 2 will not appear.

EYEON SUCCESS COACH PROGRAM

We know each customer has very different needs from their AAC technology, so upon receipt of your EyeOn device, we will work with you to schedule your first success coach session. We provide live, personalized, one-on-one coaching and support.

Our Success Coach program is here to ensure your experience with EyeOn meets or exceeds your expectations. We have designed this program to support your unique goals, so you can utilize EyeOn as a seamless extension of yourself.

Success coaches will assist you with:
- Training in vocabulary programs available in EyeTech products.
- Device/Software Customization
- Activity planning
- Caregiver Support
- Technical Support
- Planning, designing, and building out the system
- All while helping to deal with any unexpected challenges along the way.

support@eyetechds.com

1 (888) 539-3832 Ext 2

MANUFACTURER LIMITED WARRANTY

EyeTech Digital Systems, Inc. products come standard with a twenty-four (24) month manufacturer's limited warranty from the date of product shipment. We offer expanded coverage options, outlined below, available at the time of device purchase.

We commit that our products will remain free of defect in material and workmanship while they are covered under this warranty period. If you discover a defect, EyeTech will, at its option, repair or replace your device with a new or refurbished unit of the same or similar model.

Please review the EyeOn warranty coverage options below to choose the one that best meets your needs.

	Standard	Premium	Premium+
Warranty Term *	2 Years	2 Years	4 Years
Success Coach Support	✔	✔	✔
Coverage against mechanical failure or defect	✔	✔	✔
One-way shipping costs covered	✔	✔	✔
Accidental damage coverage	—	✔ **	✔
Shipping cost coverage for device repairs	—	✔	✔
Device replacement ships in advance with warranty repair	—	—	✔

* Warranty term begins on date of device shipment.

** Accidental damage coverage for up to 2 incidents throughout the warranty term

WARRANTY FREQUENTLY ASKED QUESTIONS

What does the manufacturer's limited warranty cover?

This limited warranty covers defects in materials and workmanship in your EyeTech products, including EyeTech peripheral products (BumpGuard, PowerGrip, external switches and mounts sold by EyeTech, etc).

What is not covered under the manufacturer's limited warranty?

The manufacturer's limited warranty does not cover:

• Software not provided by EyeTech (including, but not limited to, the operating system and software added to EyeTech products).
• Products and accessories not provided by EyeTech.
• Problems that result, directly or indirectly, from:

> • External causes such as accident, abuse, loss, misuse, or problems with electrical power.
> • Servicing not authorized by EyeTech.
> • Usage that is not in accordance with product instructions.
> • Failure to follow the product instructions or failure to perform preventive maintenance.
> • Using accessories, parts or components not supplied by EyeTechCommercial hardware products that use, or in which have been installed, or components that have not been provided by EyeTech.
> • Products with missing or altered service tags or serial numbers.
> • Normal wear and tear of device or internal battery.

When does the warranty period start?

The manufacturer's limited warranty begins from the date the product is shipped. The ship date can be found on the packing slip received with your device purchase.

How is shipping handled when sending a device in for repair?

The client is responsible for shipping costs to our repair centers and ensuring that devices are packaged properly and safely when being sent in for repair.

• EyeTech is not responsible for any damages incurred due to improper packaging or shipping methods.
• EyeTech will issue an RMA (Return Material Authorization) number specific to your warranty repair claim. **This RMA number must be clearly labeled on the outside of the shipping box for device repair shipments to be accepted.**
• EyeTech will cover return shipping costs when device repair has been completed.

What options do I have if my issue is not covered under warranty?

EyeTech provides quality hardware repairs for devices that are less than 5 years old and that are no longer covered by a limited hardware warranty.

• Repairs to common accidental issues like broken/cracked displays, I/O Ports (USB, Audio Jack, HDMI, etc.), damaged power/volume buttons, etc. are included.
• These types of repairs are normally handled by contacting EyeTech support and notifying us that you are looking for an out of warranty repair.
• EyeTech may inform you of a location to ship the damaged device and, upon receipt, will assess the device for damage and provide a cost estimate for the out of warranty repair.
Upon receipt of payment, the repair process begins.

What added benefits do I receive with the Premium Warranty?

The Premium Warranty option includes the following added benefits to your device coverage:

• Advanced coverage for your device for 24-months from the date of purchase.
• Accidental damage coverage for your device (up to 2 incidents throughout your warranty term).
• Shipping cost coverage (incoming and outgoing) for device repairs.

Upon acceptance of a warranty claim, EyeTech will ship you a box with return label to send your device in for repair.

> **NOTE**
> Accidental damage claims must affect the functionality of the device in order to be eligible for a warranty repair. Cosmetic damage that does not affect functionality of the device are not eligible for warranty repair.

What added benefits do I receive with the Premium⁺ Warranty?

The Premium· Warranty option includes the following added benefits to your device coverage:

• Advanced coverage for your device for 48-months from the date of purchase.
• Accidental damage coverage for your device throughout your warranty term.
• Advanced shipment of a replacement device.
• Shipping cost coverage (incoming and outgoing) for device repairs.

Upon acceptance of the warranty claim, an RMA will be provided, and EyeTech will ship you a replacement device with a return label to return your device.
You will have 30-days from receipt of your replacement device to return your original device to EyeTech.

> **NOTE**
> You will be charged for the replacement device if your original device is not receive by EyeTech within 30 days.

DIRECTIVES AND STANDARDS

ISO 14971:2019

Medical Devices - Application of risk management to medical devices

EN 61000-3-3:2013

Electromagnetic compatibility (EMC) - Part 3-3: Limits - Limitation of voltage changes, voltage fluctuations and flicker in public low-voltage supply systems, for equipment with rated current <= 16 A per phase and not subject to conditional connection

IEC 62304:2006

Medical device software - Software life cycle processes

COMPLIANCE

Statement of Compliance

EyeTech Digital Systems, Inc. declares that this equipment is in compliance with, and is built to the provisions of Regulation (EU) 2017/745 for medical devices.

Applicable Directives

EyeTech Digital Systems, Inc. declares that this equipment is in conformity with the provisions of Regulation (EU) 2017/745 for medical devices.

European Representative and Distributor:

EyeTech International LTD

Ganzenstraat 1, 3815 JA Amersfoort

Netherlands

WASTE ELECTRICAL AND ELECTRONIC EQUIPMENT INFORMATION

(PRN) Producer Registration Number: WEE/DU4013YD.

Waste Electrical and Electronic Equipment (WEEE) Return Instructions

If you would like to dispose of EyeTech branded products under the Waste Electrical and Electronic Equipment Directive, please email support@eyetechds.com providing full details including serial numbers (if appropriate) of all waste to be collected and disposed of. Please provide full contact details, including a collection address, email, and phone number. You will be contacted by an EyeTech representative to either schedule waste collection or request additional information.

On behalf of EyeTech, we thank you for the proper disposal of your waste electrical and electronic equipment products.

General Information

In the European Union (EU), waste from electrical and electronic equipment (WEEE) is now subject to regulation designed to prevent the disposal of such waste and to encourage measures to minimize the amount of waste ultimately disposed. The objective of this regulation is to preserve, protect, and improve the quality of the environment, protect human health, and utilize natural resources prudently. In particular, the EU WEE Directive 2002/96/EC (the WEEE Directive) requires that producers of electronic equipment be responsible for the collection, reuse, recycling, and treatment of WEEE which the Producer places on the EU market after August 13, 2005. EyeTech, as an electronics producer and distributor, endeavors to meet these environmental responsibilities for managing WEEE. In doing so we are providing the following to inform our customers about EyeTech's WEEE collection process.

WEEE Collection Process

If you have purchased an EyeTech branded electrical or electronic products in the EU on or after August 13, 2005 and intend to discard these products at the end of their useful life, please do not dispose of them with your other household or municipal waste. Please be aware that EyeTech is making a return and collection system available for discarding these products.

When EyeTech branded electrical or electronic products sold into the EU have reached the end of its useful life, EyeTech will collect the WEEE from our customers and route it to our treatment contractor in the UK, where the waste will be audited and screened for correct disposal. Where possible, the products will be reused. Material that cannot be reused in some form is recycled by our asset recovery contractor.

To help in the proper handling of electronic products at the end of their useful life, EyeTech requests you return those products using the instructions provided above so products can be collected, dismantled for reuse and recycle, and properly disposed of.

Other Information

For any other general inquiries related to EyeTech's WEEE compliance program, please submit your questions to support@eyetechds.com.

By working together with our customers for the return of EyeTech products, we can better meet our environmental stewardship goals in the UK and EU by properly managing product returns for reuse, recycling, and waste minimization wherever possible. With your help, we can continue our commitment to protecting the global environment.